

How do I Find the Status of my Complaint?

How do I Find Out What Incidents are in my Neighborhood?

How do I know if the application is still running?

How do I know in which area I am?

How do I use the Dashboard?

How do I map the Incidents?

How do I Search the Incidents?

How do I Find the Status of my Complaint?

If you have submitted a complaint, and an incident has been entered into the CRM database, an Incident# is assigned. Using this Incident#, the status is easily determined using this application.

To see the status, enter the Incident# in the Look up Incident# box shown on the Home page of the application.



How do I Find Out What Incidents are in my Neighborhood?

Select “Search” (Magnifying glass icon) on the Home Page. On the Search Page, select “Search Radius from Address” as shown below. Enter the street address and the search radius. A list of possible address matches are displayed. Select the best match.



Tailor your search by one or more conditions

Search by Area or Search Radius from Address or

Search Associated to Single Address Search by Alternative Date Range (Optional)

5125 elmore, 38134 Select Within

2 miles

Address: 219 Elm Ave, TN, 38106 (49.92%)

Address: 165 Elm Ave, TN, 38106 (49.88%)

Address: 220 Elm Ave, TN, 38106 (46.37%)

Address: 164 Elm Ave, TN, 38106 (46.35%)

Address: 2971 Old Elm Ln, TN, 38138 (40.99%)

Searching for incidents reported within the past month (default), within 2 miles from 219 Elm Ave, TN, 38106

Show Results Show on Map

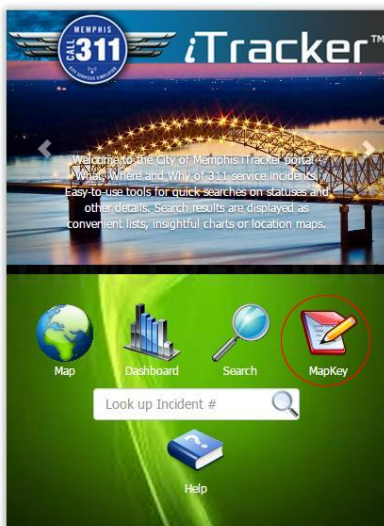
Then select “Show Results” for a list of incidents near that address. Alternatively select “Show on Map” to see the incident location displayed on a map.

How do I know if the application is still running?

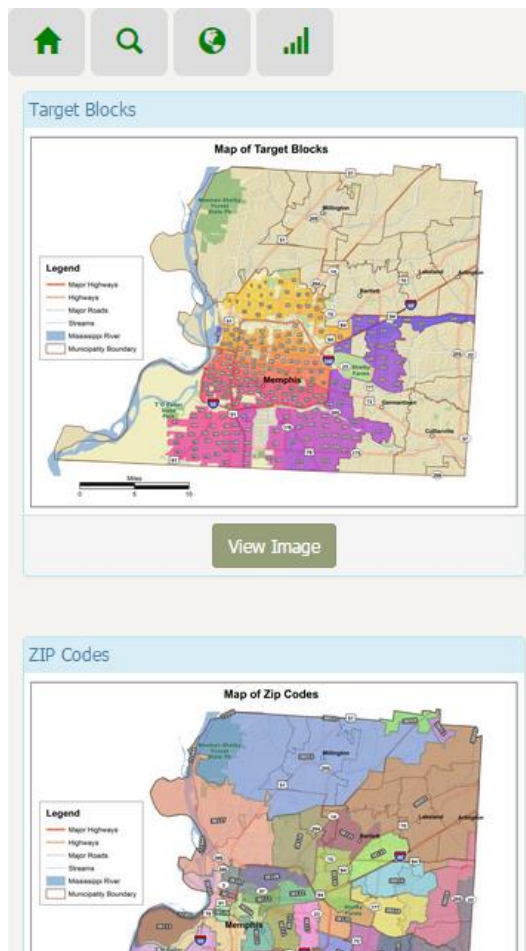
Due to the large amount of incident data that must be searched, some requests can take a minute.

How do I know in which area I am?

A series of static maps have been created that show various boundaries. These maps are accessed by selecting MapKey (Pencil with Book icon) as shown below.



This will display small versions of the maps.



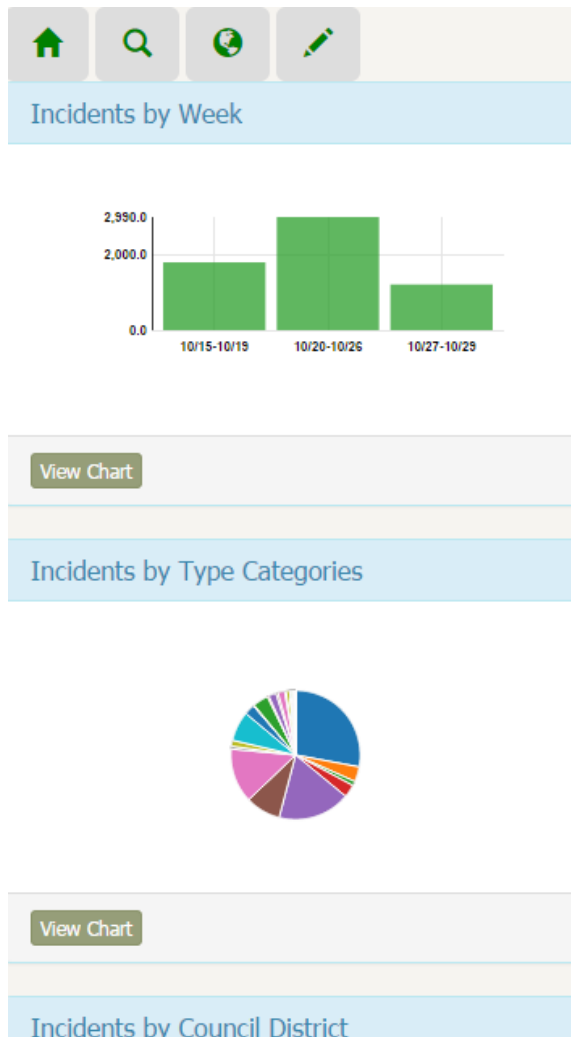
Selecting one of the “View Image” buttons will display the map in a larger size.

How do I use the Dashboard?

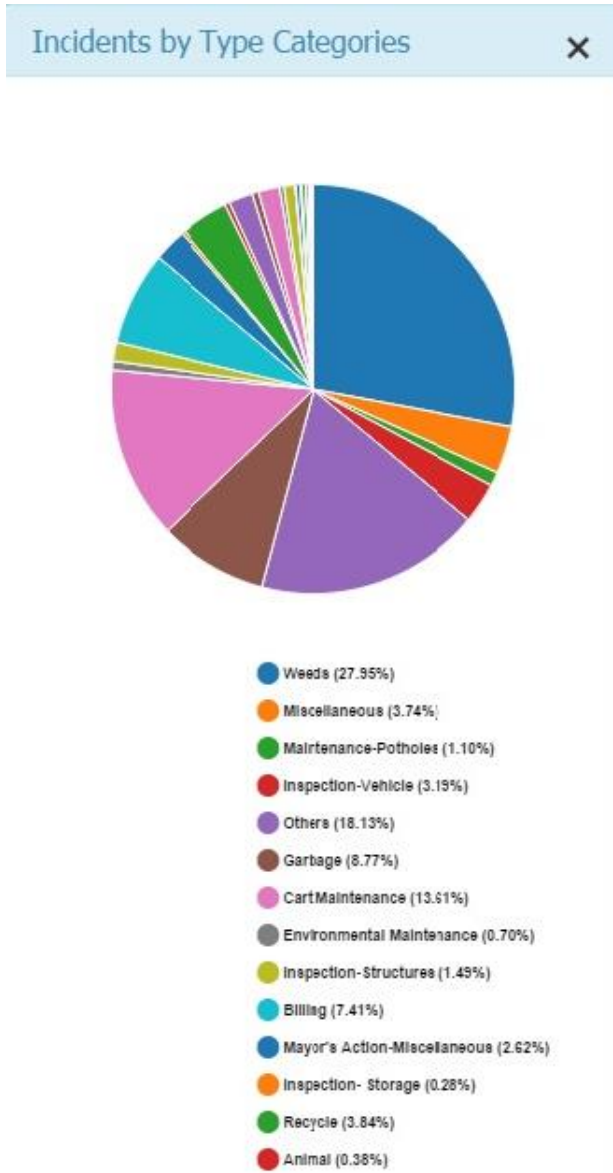
Selecting Dashboard (the Bar Chart icon) from the home page will display the Dashboard



The Dashboard is composed of three graphic charts. These charts show high-level information regarding the a) incidents by week, b) incidents by type categories, and c) incidents by City Council District.

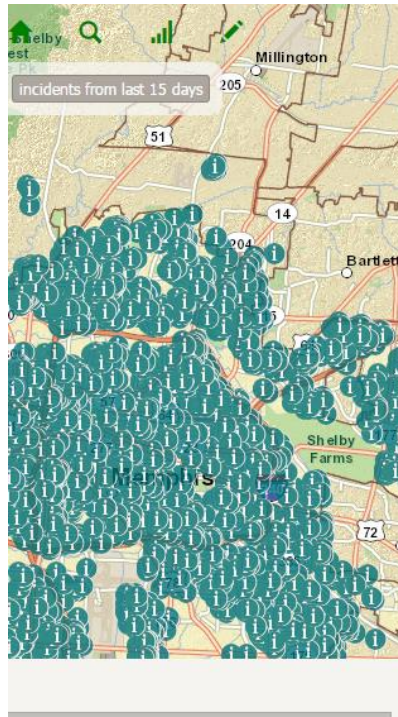


The dashboard uses data from the preceding fifteen days. Selecting on the various parts of the charts will display additional information. Selecting a “View” buttons under a chart will display an enlarged and more easily read version of the chart (see below). The enlarged chart can also be clicked on for additional information.

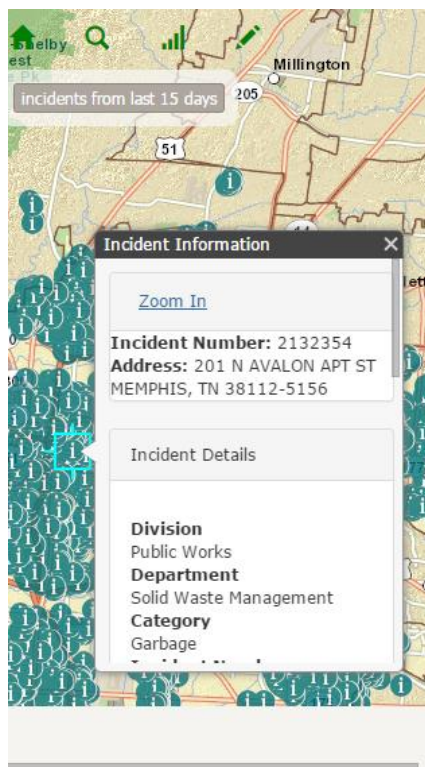


How do I map the Incidents?

All the incidents from the preceding fifteen days can be mapped. To map all the incidents select the “Globe” icon on the Home page. A map will be displayed.



The map can be zoomed or zoomed out using a pinching action on the screen. The map can also be moved around by selecting on the map and moving the mouse. At any time, selecting an incident's icon on the map will display a pop-up window with additional information.



How do I Search the Incidents?

Searches are accessible through the Search page.



From the Search page, the type of search is selected and then the search parameters are specified. There are three types of searches and they are represented by the three buttons at the top of the page; Search by Area, Search Radius from Address, and Search Associated to Single Address. All three searches can be further refined by using an option date range. In the example below, the search area is defined by City Council Districts.

The image shows a screenshot of the 'Search by Area' dropdown menu. At the top, there are three radio buttons: 'Search by Area' (selected), 'Search Radius from Address', and 'Search Associated to Single Address'. Below these, there is a link for 'Search by Alternative Date Range (Optional)'. The dropdown menu is open, showing a list of search areas: 'Census Tracts', 'City Council Districts', 'Super Council Districts', 'Code Enforcement Districts', 'Target Blocks', and 'Zip Codes'. The 'City Council Districts' option is selected, and a list of districts is displayed: 'District 1', 'District 2', 'District 3', 'District 4', 'District 5', 'District 6', and 'District 7'. A large 'DEMO VERSION' watermark is visible across the center of the image.

In the next example, the user is specifying that only the incidents in ZIP codes 38104 and 38106 are displayed.

City Council Districts

Super Council Districts

Code Enforcement Districts

Target Blocks

Zip Codes

38018
38023
38053
38103
38104
38105
38106

Searching for incidents reported within the past month (default), in 2 Zip Code(s). 38104 38106

Show Results Show on Map

Once the area is specified, the results can be shown as either a list or on a map. The “Show Results” and the “Show on Map” buttons display the data as lists or on a map respectively.

“Show Results” produced a list of the 1694 incidents:

Filter by Type

Showing **1694** of **1694** records.

Incident #	Reported Date	Address	Request Type
2104556	09/30/2014	1212 KERR AVE	CW-Weeds Vacant Houses
2105668	09/30/2014	749 ROLAND ST	SWM-Cart Repair
2104442	09/30/2014	1038 KERR	CW-Weeds Vacant Lots
2104894	09/30/2014	0 KERR	SC-Mayors Action Center(MIS)
2104718	09/30/2014	1425 GREENWOOD	CW-Weeds Vacant Houses
2104486	09/30/2014	1411 CUMMINGS ST	CW-Weeds Vacant Lots

Filter by Ticket Status

All In Progress Closed Open Transferred Incidents

The 1694 incidents can be filtered by the Ticket Status. For example, if only those incidents that are “In Progress” are of interest, selecting the “In Progress” button will further refine the results.



The results can also be defined by the type of incident. Selecting an incident type(s) from the list on the left-hand side of the window will limit the result to those types. In the following example two types were chosen, each with four incidents of that type. The resulting screen shows the eight incidents.

Showing 8 of 1694 records.

Incident #	Reported Date	Address	Request Type	Department
2105800	10/01/2014	2273 VINTON AVE	CE-Open Storage and Furnishin	Code Enforcemer
2111086	10/06/2014	319 S DUDLEY ST	CE-Open Storage and Furnishin	Code Enforcemer
2111080	10/06/2014	309 S DUDLEY ST	CE-Open Storage and Furnishin	Code Enforcemer
2118028	10/10/2014	0 ENGLEWOOD ST	CE-Vacant Lot Code	Code Enforcemer

Choosing a selected type again will toggle the selection off. When the last type is toggled off, the entire list is redisplayed. Please be patient as it may take a while for the application to create new lists.

By default, the “Show Results” selection will display the incidents in a list. Choosing the View Options buttons will display the listed incidents as either in a list (by default), a map



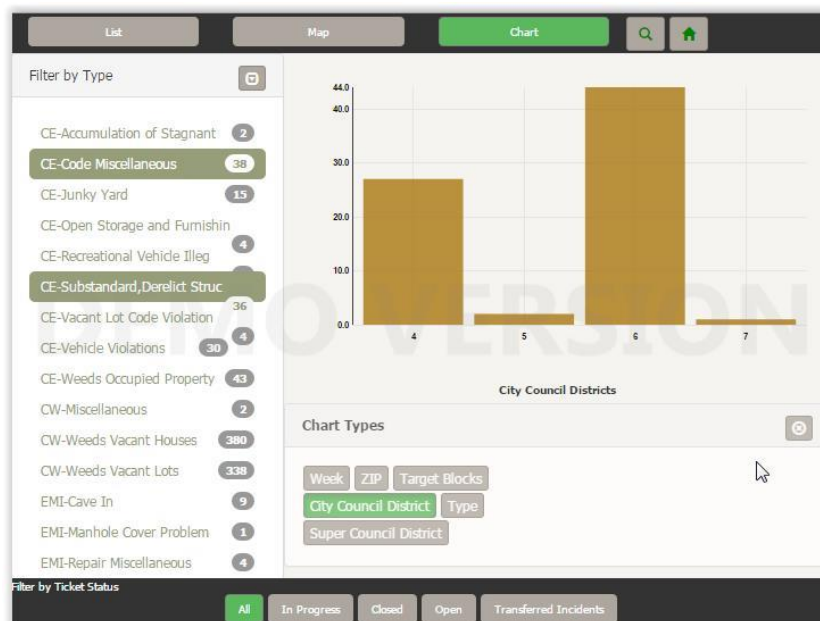
Or as a chart:



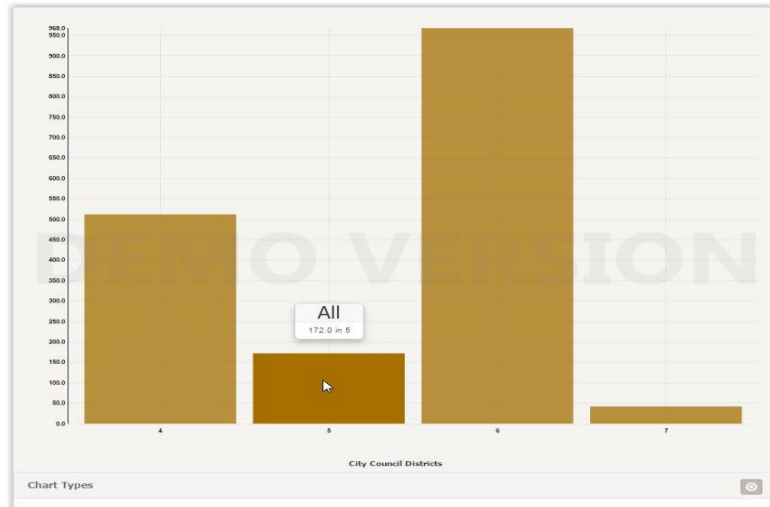
Clicking the “Map” button will achieve the same result as clicking the “Show on Map” button from the original Search page.

When viewing the incidents as a chart, the incidents can be further defined by Ticket Status, Chart Types and Incident Type.

In the example below, the incidents from ZIP codes 38104 and 38106 are limited to those incidents of types “miscellaneous” (38) and “substandard, derelict struct” (36). The chart is grouping the incident by City Council District.

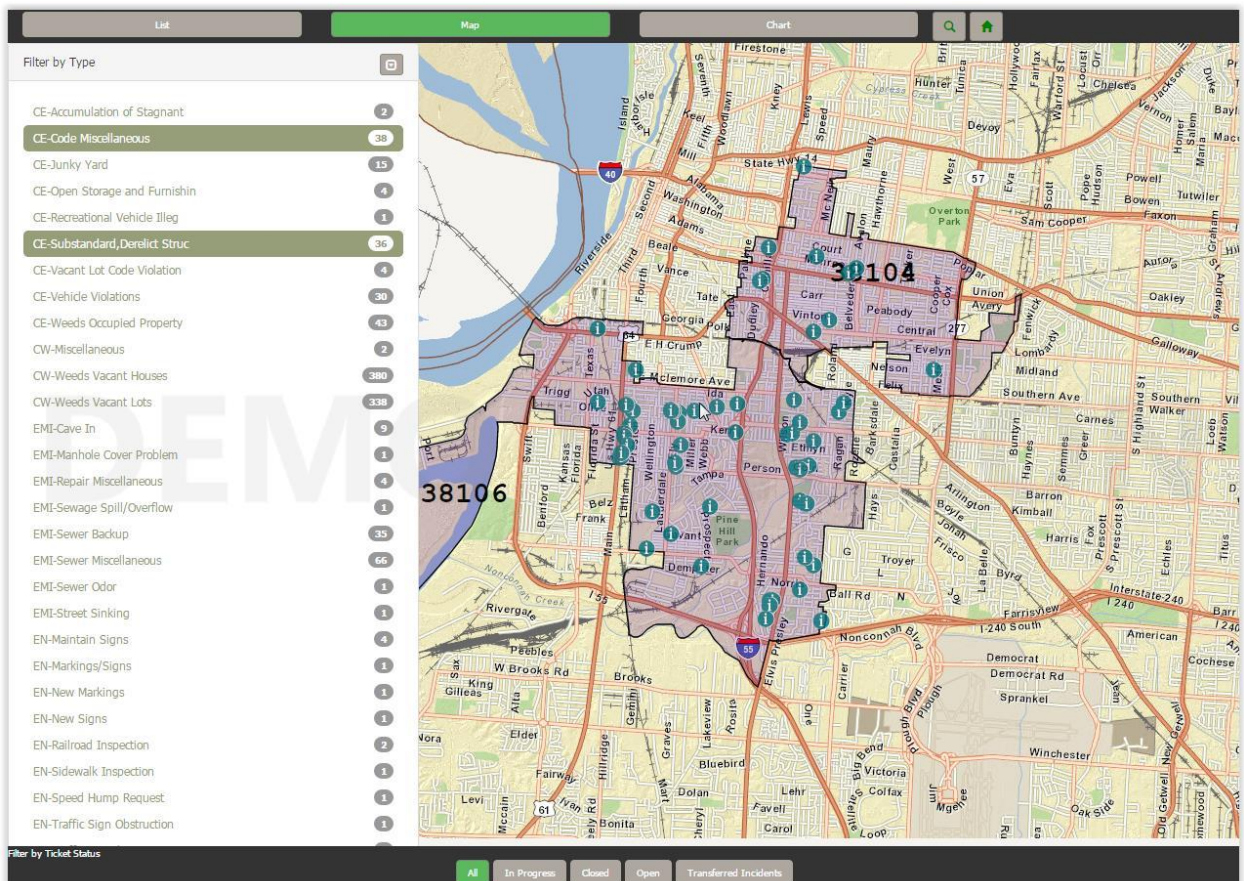


Of the 74 incidents (38 + 36), 27 are in City Council District 4, 44 are in District 6, and the rest are divided between Districts 5 and 7. In order to see exactly how many incidents are represented by a bar in the chart, clicking on the bar displays a pop-up message with the incident count (2 incidents in District 5).



Displaying the results of a Search on a map by selecting the “Show on Map” button at the bottom of the Search page will result in similar functionality as “Show Results.” The difference is that instead of a list of incidents and the association information, a map showing the location of the incidents is displayed instead.

Here is same 74 incidents from the previous example are displayed on a map:



ZIP code areas 38104 and 38106 are shaded purple while the incidents are represented by a green “i” marker.

The incident shown on the map can be altered by using a ticket status filter and/or a type filter. In the example shown, only those incidents with a ticket status of “Closed” are shown. In incidents are further reduced to those of type “miscellaneous” (3) and type “substandard, derelict struct” (3). So from the original 1694 incidents, using an area filter of ZIP codes, no date ranges, a status filter and 2 filter types, 6 incidents remain.

Lastly, clicking on any of the incidents on the map will display the information associated with that incident.

The screenshot displays a web application for incident management. At the top, there are three tabs: 'List', 'Map' (which is active), and 'Chart'. Below the tabs is a search bar and a home icon. On the left side, there is a 'Filter by Type' sidebar with a list of incident categories and their counts. The categories are: CE-Code Miscellaneous (3), CE-Junk Yard (7), CE-Open Storage and Furnishin (1), CE-Substandard, Derelict Struc (3), CE-Vehicle Violations (5), CE-Weeds Occupied Property (13), CW-Weeds Vacant Houses (235), CW-Weeds Vacant Lots (215), EMI-Cave In (3), EMI-Manhole Cover Problem (1), EMI-Repair Miscellaneous (1), EMI-Sewage Spill/Overflow (1), EMI-Sewer Backup (35), EMI-Sewer Miscellaneous (65), and EMI-Sewer Odor (1). The map in the center shows a street view with ZIP codes 38104 and 38106 highlighted in purple. An 'Incident Information' popup window is open, displaying details for a selected incident. The popup has a title bar with a close button (X). The details are organized into two sections: 'Incident Details' and 'Request Status'. The 'Incident Details' section includes: Division, Department, Category, Incident Number, Incident Zone, and Request Type. The 'Request Status' section includes: Request Status, Reported Date, and Creation Date. At the bottom of the interface, there is a 'Filter by Ticket Status' bar with buttons for 'All', 'In Progress', 'Closed' (which is active), 'Open', and 'Transferred Incidents'.

Filter by Type	Count
CE-Code Miscellaneous	3
CE-Junk Yard	7
CE-Open Storage and Furnishin	1
CE-Substandard, Derelict Struc	3
CE-Vehicle Violations	5
CE-Weeds Occupied Property	13
CW-Weeds Vacant Houses	235
CW-Weeds Vacant Lots	215
EMI-Cave In	3
EMI-Manhole Cover Problem	1
EMI-Repair Miscellaneous	1
EMI-Sewage Spill/Overflow	1
EMI-Sewer Backup	35
EMI-Sewer Miscellaneous	65
EMI-Sewer Odor	1

Filter by Ticket Status
All
In Progress
Closed
Open
Transferred Incidents